ABSTRACT OF THE DISCLOSURE

Disclosed is a method for processing input entered by a user and providing at least one response maintained by an administrator in a system for autonomously processing requests. A template is provided to the administrator, wherein the template includes at least one field to elicit specific information from the administrator. The information is received from the administrator into the template. The information is saved for use in providing the at least one response in reply to a request from a user. An apparatus for performing this method is also disclosed.